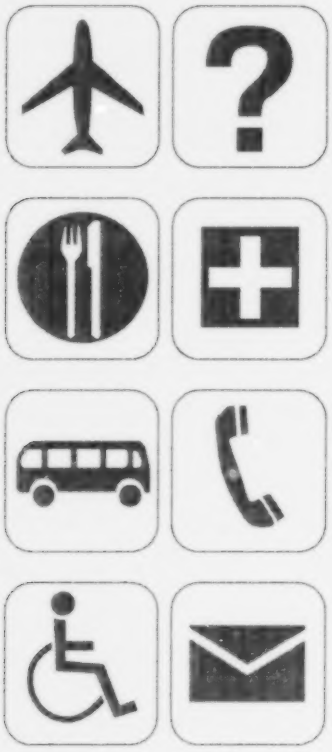
Seniors' Information Handbook



Northwest Territories Health and Social Services

NWT SENIORS' SOCIETY

January 2005

Message from the Minister

As Minister Responsible for Seniors, I am happy to bring you this Seniors' Handbook.

The first edition of the handbook was published in 2001 and offered an easy source of information about programs and services available to NWT seniors and their caregivers. This updated version includes information about health, finance, consumer issues, housing, transportation and recreation services.

The handbook was created in partnership with the NWT Seniors' Society, the Housing Corporation, and the GNWT Departments of Education, Culture and Employment; Health and Social Services; Municipal and Community Affairs; and Transportation. It fulfills our commitment to provide regular updates to the handbook, and I hope you will find it a useful resource. If you need more copies, please contact the Department of Health and Social Services' communications unit at 920-8927.

J. Michael Miltenberger

Minister Responsible for Seniors

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Introduction

This guide is for NWT seniors and people in their community who help and support them. There are lots of programs and organizations that can help seniors in the NWT. The programs can help with things like pensions, health, and housing. Some of the programs give seniors money. Other programs and organizations help seniors through services like home care.

How To Use This Guide

The programs and services in this guide are listed under broad headings. The headings are listed in the table of contents. An alphabetical listing of the programs and services is listed in the index.

The guide is organized this way to help you easily find the information you want.

For each program there is information about:

- what the program does
- who can apply
- how to apply
- contact information
- for some contact information listings TDD/TTY (Telecommunications Device for Hearing Impaired Persons) is available.

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Old Age Security

The Old Age Security pension is a monthly payment available to most Canadians aged 65 or older. You must apply to receive benefits. If you meet the eligibility requirements explained, you may be entitled to receive the Old Age Security pension even if you are still working or have never worked. You should apply for the Old Age Security pension six months before you turn 65.

For more information, please contact:

Social Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: . . . . . 1-800-255-4786 ***(for people with trouble hearing)***
Fax:. . . . . (780) 495-2263

Old Age Security – Guaranteed Income Supplement

The Guaranteed Income Supplement provides additional money, on top of the Old Age Security pension, to low-income seniors living in Canada. To be eligible for the GIS benefit, you must be receiving the Old Age Security pension and meet the income requirements. The Guaranteed Income Supplement is based on your annual income, or the combined annual income of you and your spouse or common-law partner. Since your annual income can change from year to year, you must renew your GIS each year.

For more information, please contact:

Social Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: . . . . . 1-800-255-4786 ***(for people with trouble hearing)***

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Old Age Security – Allowance

The Allowance provides money for low-income seniors who meet the following conditions:

- your spouse or common-law partner (same sex or opposite sex) receives or is entitled to receive the Old Age Security pension and the Guaranteed Income Supplement;
- you are 60 to 64 years old;
- you are a Canadian citizen or a legal resident at the time your Allowance is approved or when you last lived here; and
- you have lived in Canada since age 18 for at least 10 years.

For more information, please contact:

Social Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: . . . . . 1-800-255-4786 ***(for people with trouble hearing)***

Old Age Security – Allowance for the Survivor

The Allowance for the survivor provides money for low-income seniors who meet the requirements below:

- you are 60 to 64 years old;
- you are a Canadian citizen or a legal resident at the time your Allowance is approved or when you last lived here;
- your spouse or common-law partner has died; and
- you have lived in Canada after reaching age 18 for at least 10 years.

For more information please contact:

Social Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: . . . . . 1-800-255-4786 ***(for people with trouble hearing)***
Fax: . . . . . (780) 495-2263

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Canada Pension Plan (CPP) – Retirement Pension

A CPP retirement pension is:

- A monthly benefit paid to people who are at least 60 years of age and who have contributed to the Canada Pension Plan.

To apply:

Your retirement pension does not start automatically. You must apply for it (unless you already receive a CPP disability benefit and turn 65, at which point your disability benefit automatically changes to a retirement pension). It is best to apply at least six months before you want your pension to begin.

For more information, please contact:

Social Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: . . . . . 1-800-255-4786 ***(for people with trouble hearing)***
Fax:. . . . . (780) 495-2263

Canada Pension Plan (CPP) – Disability Benefit

The Canada Pension Plan (CPP) disability benefit is available to people who have made enough contributions to the CPP, and whose disability prevents them from working at any job on a regular basis. The disability must be long lasting or likely to result in death. People who qualify for disability benefits from other programs may not qualify for the CPP disability benefit.

You must apply for a disability benefit in writing. There are also benefits available to the children of a person who receives a CPP disability benefit.

For more information please contact:

Social Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: . . . . . 1-800-255-4786 ***(for people with trouble hearing)***
Fax:. . . . . (780) 495-2263

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Canada Pension Plan (CPP) – Survivor Benefits

Canada Pension Plan survivor benefits are paid to a deceased contributor's estate, surviving spouse or common-law partner and dependent children. There are three types of benefits:

- The Canada Pension Plan death benefit is a one-time, lump-sum payment made to the deceased contributor's estate. If there is no estate, the person responsible for the funeral expenses, the surviving spouse or common-law partner or the next of kin may be eligible, in that order.
- The Canada Pension Plan survivor's pension is paid to the person who, at the time of death, is the legal spouse or common-law partner of the deceased contributor. If you are a separated legal spouse and you are not living with a common-law partner, you may qualify for this benefit. If your deceased same-sex common-law partner contributed to the Canada Pension Plan, you could be eligible for survivor's benefits if the contributor died on or after January 1, 1998.
- The Canada Pension Plan children's benefit is paid to a dependent natural or adopted child of the deceased contributor, or a child in the care and control of the deceased contributor at the time of death. The child must be either under age 18, or between the ages of 18 and 25 and in full-time attendance at a school or university. It is important to apply for Canada Pension Plan benefits. If you do not apply, you may lose benefits you are entitled to receive.

For more information, please call:

Social Development Canada
Income Security Programs
P.O. Box 2710, Main Station
Edmonton, AB T5J 4C2
Phone: 1-800-277-9914
TTY: . . . . . 1-800-255-4786 ***(for people with trouble hearing)***
Fax:. . . . . (780) 495-2263

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Veterans' Programs

Veterans' programs are:

- payments and services that help Canadian war veterans and family members who depend on them
- for Canadian war veterans and those who served with the Merchant Marines and in Special Duty Areas

Examples of payments and services:

- War Veterans' Allowance
- War Disability Pension
- Veterans' Independence Program
- help with some hospital and medical expenses
- emergency health and safety funding

To apply:

- call or write the federal government

For more information, please contact:

Veterans Affairs Canada
Suite 940, Canada Place
9700 Jasper Ave.
Edmonton, AB T5J 4C3
Toll free: 1-866-522-2122
Fax:..... (780) 495-4496

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Veterans' Funeral, Burials and Grave Markers

The Funeral, Burials and Grave markers program is:

- a payment that helps cover some funeral, burial and grave marking costs
- for income-qualified veterans

For more information, please contact:

Last Post Fund Alberta/NWT Branch
1130 Canada Place 9700 Jasper Avenue
Edmonton, Alberta T5J 4C3
Phone: . . . . . (780) 495-3766
Toll-free: 1-888-495-3766
Fax:. . . . . (780) 495-6960
Email:. . . . . lpfab@telusplanet.net
Or visit: . . . . . www.lastpostfund.ca

Income Support

Income support is available as:

- Senior Home Heating Subsidy
- Senior Supplementary Benefit

The Senior Home Heating Subsidy helps with the cost of heating your home. Look under Housing in this handbook for more details.

To apply:

- Application forms are available from the Department of Education, Culture and Employment office, Canada/NWT Service Centre, Area Office nearest you or on their Web site at www.ece.gov.nt.ca.

The Senior Citizen Supplementary Benefit is for seniors who have a low income.

To receive this support:

- Seniors who qualify will automatically receive the Senior Citizen Supplementary Benefit if they are already receiving their Old Age Security and Government Income Supplement benefits.

Pensions and Other Income Programs

This section has information about programs that provide income for seniors.

Income Support Continued...

For more information, please contact:

- An Income Support Officer in your community or the Income Support Programs Division office in Yellowknife at:

Education, Culture and Employment
Income Support Programs Division
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Phone: 1-867-920-8921
Toll-free: 1-800-661-0763
Fax: 1-867-873-0443
Or visit: . . . . . www.ece.gov.nt.ca

Personal Allowance – Elderly and Disabled Program

The Personal Allowance – Elderly and Disabled Program is:

- money given to a person in a long-term care facility. The money is for buying things that are not supplied at the long-term care facility.
- for adults who are living in a long-term care facility, in or out of the Northwest Territories, who have a social, behavioural or mental disability and whose income is less than $200 a month.

Contact your local Authority for more information.

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Senior Citizens Home Repair

The Senior Citizens Home Repair program is a forgivable loan, for seniors who are 60 or older who own their own homes.

The program is for seniors who:

- have lived in the NWT for at least five years
- who may need to fix up their homes if there is something wrong with the house that is unsafe or unhealthy
- have a low income

The most the loan can be is $20,000 plus the costs of freight to bring in supplies.

To apply:

- apply by writing or calling the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: . . . . . (867) 920-6561
Fax:. . . . . (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Home Adaptations for Seniors' Independence Program

The Home Adaptations for Seniors' Independence Program is:

- a grant that will cover some of the cost for installing handrails, grab bars and easy-reach storage for seniors

The grant will help seniors:

- to make permanent changes to their homes that can help them with daily living
- who are 65 years old or older and in need of affordable and healthy housing
- who have trouble with daily living activities

To apply:

- write or call the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: . . . . . (867) 920-6561
Fax:. . . . . (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Seniors' and/or Disabled Preventative Maintenance Initiative

The Seniors' and/or Disabled Preventative Maintenance Initiative is a grant:

- for low income seniors and people with disabilities to help pay for maintenance cost and minor repairs to their home
- available on an annual basis to a maximum of $875.00
- for people who have lived in the NWT for five years or more

To apply:

- write or call the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: . . . . . (867) 920-6561
Fax:. . . . . (867) 669-7901

Residential Rehabilitation Assistance Program for Persons with Disabilities

The Residential Rehabilitation Assistance Program for Persons with Disabilities is a loan:

- for home owners and landlords
- to make changes like widening doors and hallways or putting in lower countertops in a house or apartment to make it easier for someone with a disability to live there
- to make sure the house or apartment is a safe and healthy place to live

To apply:

- write or call the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: . . . . . (867) 920-6561
Fax:. . . . . (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Elder on the Land Initiative

The Elder on the Land Initiative gives money to Elders:

- who have lived on the land on a full-time basis for at least the past two years
- to repair or replace their existing shelter with a modest, simply constructed shelter
- who are least 50 years old or older
- who are in need of affordable and healthy housing
- who are living in a home that is not safe or healthy
- who are living outside community boundaries

To apply:

- call or write the Northwest Territories Housing Corporation

For more information, please contact:

Public Affairs Coordinator
Northwest Territories Housing Corporation
P.O. Box 2100
Yellowknife, NT X1A 2P6
Phone: . . . . . (867) 920-6561
Fax:. . . . . (867) 669-7901

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Senior Home Heating Subsidy

The Senior Home Heating Subsidy provides seniors with fuel, electricity or wood to heat their homes.

The program is for NWT seniors who:

- are 60 years old or older
- own and live in their own home
- are not getting income assistance
- have a low household income and meet an income test
- are residents of the NWT
- apply once every year between September 1 and March 31

The amount of benefits a senior can receive depends on the community in which a senior lives, the type of home heating required and the net household income level. For example, in Yellowknife a household can get up to 5 cords of wood, 2,400 litres of fuel oil, 3,200 litres of propane, 6,000 kilowatt hours of electricity or 90 gigajoules of natural gas.

To apply:

- Application forms are available from the Department of Education, Culture and Employment Office, Canada/NWT Service Centre, Area Office nearest you or on their Web site at www.ece.gov.nt.ca

Continued...

This section has information about rental housing, housing repairs and renovations and property taxes.

Senior Home Heating Subsidy, Continued...

When you apply, you must include with your application:

1. Something that shows how old you are, like a birth certificate, driver's license or health care card.
2. Something that shows what your total household income is, like income tax returns or pay stubs.
3. Something that proves that you own your home, like a title, deed or mortgage document.

Note: Applicants who believe they have been denied benefits or are eligible for a benefit that is higher than the one calculated can appeal through the formal appeal process. Appeals must be made within 7 days of receiving a denial letter.

For more information, please contact:

- An Income Support Officer in your community or the Income Support Programs Division office in Yellowknife at:

Education, Culture and Employment
Income Support Programs Division
Government of the Northwest Territories
P.O. Box 1320
Yellowknife, NT X1A 2L9
Phone: 1-867-920-8921
Toll-free: 1-800-661-0763
Fax:. 1-867-873-0443
Or visit: . . . . . www.ece.gov.nt.ca

Housing

This section has information about rental housing, housing repairs and renovations and property taxes.

Senior Citizens' and Disabled Persons' Property Tax Relief

The Senior Citizens' and Disabled Persons' Property Tax Relief is a program that helps seniors and people with disabilities pay less or no property tax. Taxes are lowered depending on the type of property owned or occupied. You have to apply for this program every year.

To apply:

- write or call the Department of Municipal and Community Affairs

For more information please contact:

Community Financial Services
Municipal and Community Affairs
Government of the Northwest Territories
Suite 500, 5201 - 50th Ave.
Yellowknife, NT X1A 3S9
Phone: . . . . . (867) 873-7672
Fax:. . . . . (867) 873-0609

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.

Aklavik

Joe Greenland Centre

- a home for seniors

For information contact:

Joe Greenland Centre
Box 162
Aklavik, NT X0E 0A0
Phone: . . . . . (867) 978-2381
Fax:. . . . . (867) 978-2943

Fort Simpson

Fort Simpson Long-term Care

- for seniors and people who are disabled

For information contact:

Deh Cho Health and Social Services
Fort Simpson Long-term Care
P.O. Box 246
Fort Simpson, NT X0E 0N0
Phone: . . . . . (867) 695-7080
Fax:. . . . . (867) 695-7083

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.

Fort Smith

Fort Smith Health Centre and Long-term Care Unit

- for seniors and people who are disabled

For information contact:

Fort Smith Health Centre
Long-term Care Unit
Box 1080
Fort Smith, NT X0E 0P0
Phone: . . . . . (867) 872-6200
Fax:. . . . . (867) 872-6275

Northern Lights Special Care Home

- for seniors and people who are disabled

For information contact:

Northern Lights Special Care Home
P.O. Box 1319
Fort Smith, NT X0E 0P0
Phone: . . . . . (867) 872-5403
Fax:. . . . . (867) 872-5404

Hay River

H.H. Williams Memorial Hospital Extended Care Ward

- for seniors and people who are disabled

For information contact:

H.H. Williams Memorial Hospital
Extended Care Ward
#3 Gaetz Drive
Hay River, NT X0E 0R8
Phone: . . . . . (867) 874-7180
Fax:. . . . . (867) 874-7118

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.

Woodland Manor

- for seniors and people who are disabled

For information contact:

Woodland Manor
52 A Woodland Drive
Hay River, NT X0E 0R8
Phone: . . . . . (867) 874-2493
Fax:. . . . . (867) 874-7234

Inuvik

Charlotte Vehus Home

- for adults with developmental delays and brain injuries

For information contact:

Charlotte Vehus Home
P.O. Box 1800
Inuvik, NT X0E 0T0
Phone: . . . . . (867) 777-4780
Fax:. . . . . (867) 777-4687

Inuvik Regional Hospital Extended Care Unit

- for seniors and people who are disabled

For information contact:

Inuvik Regional Hospital
Long-term Care Unit
Bag Service #2
Inuvik, NT X0E 0T0
Phone: . . . . . (867) 777-8130
Fax:. . . . . (867) 777-8038

Long-term Care Facilities

This section lists the long-term care facilities in the NWT. Long-term care facilities provide 24-hour care and services for clients who require higher levels of personal care and attention that can no longer be maintained or supported in their own homes.

Rae-Edzo

Jimmy Erasmus Senior Citizens Home

- for seniors

For more information contact:

Jimmy Erasmus Senior Citizens Home
P.O. Box 178
Rae-Edzo, NT X0E 0Y0
Phone: . . . . . (867) 392-6708
Fax:. . . . . (867) 392-6872

Yellowknife

Aven Manor

- for seniors and people with disabilities

For information contact:

Aven Manor
c/o Yellowknife Association of Concerned
Citizens for Seniors
#1, 5710 - 50th Ave.
Yellowknife, NT X1A 1G1
Phone: . . . . . (867) 920-2443
Fax:. . . . . (867) 873-9915

Stanton Regional Hospital – Extended Care Ward

- for seniors and people with disabilities

For more information contact:

Stanton Regional Hospital
Extended Care Ward
P.O. Box 10
Yellowknife, NT X1A 2N1
Extended Care: . . . (867) 669-4125
Main switchboard: . (867) 669-4111
Fax: . . . . . (867) 669-4131

Medical Boarding Homes

This section has information about medical boarding homes that provide places for people to stay when they are travelling for medical reasons.

Lena Pederson Kitikmeot Boarding Home

The Lena Pederson Kitikmeot Boarding Home provides a place to stay and meals for people who have travelled from the Kitikmeot to Yellowknife for medical appointments.

For more information, please contact:

Lena Pederson Kitikmeot Boarding Home
Box 1960
Yellowknife, NT X1A 2P5
Phone: . . . . . (867) 920-2807
Fax:. . . . . (867) 873-9148

Vital Abel House

The Vital Abel House is located in NDilo and provides a place to stay and meals for people who have travelled to Yellowknife for medical appointments.

For more information, please contact:

The Vital Abel House
Box 1287
NDilo, NT X1A 2N9
Phone: . . . . . (867) 873-6689
Fax:. . . . . (867) 873-5751

Health Programs

This section has information about health benefit programs and other health services.

Extended Health Benefits Seniors' Program

Extended Health Benefits Seniors' Program pays for some health services for Metis and non-native NWT residents who are 60 or older and already registered with the NWT Health Care Plan.

The health services covered by this program are beyond the regular health services available under the NWT Health Care Plan.

Some of the services you can get from this program are:

- medicines
- medical travel, accommodations, meals and transportation
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care

To apply:

- call or write the Department of Health and Social Services
- on-line forms are available on the Department of Health and Social Services Web site

For more information please contact:

Health Benefits Coordinator
Health Services Administration
Department of Health and Social Services
Government of the Northwest Territories
Bag #9
Inuvik, NT X0E 0T0
Toll Free: 1-800-661-0830
Phone: . . . . . (867) 777-7400
Fax:. . . . . (867) 777-3197
Or visit: . . . . . www.hlthss.gov.nt.ca
(see Programs and Services)

Health Programs

This section has information about health benefit programs and other health services.

Non-Insured Health Benefits

Non-Insured Health Benefits pays for health services for Inuit and people who are registered Indians of any age or income living anywhere in Canada.

That means health services like:

- medicines
- medical travel, accommodations, meals and transportation for medical visits including to traditional healers
- approved escorts for medical travel
- medical supplies like replacement limbs
- hearing aids and eyeglasses
- dental care
- medical boarding homes, transportation and interpreter services

To apply:

- call or write the Non-Insured Health Benefits Coordinator
- on-line forms are available on the Department of Health and Social Services' Web site

For more information please contact:

Non-Insured Health Benefits Coordinator
Health Services Administration
Department of Health and Social Services
Government of the Northwest Territories
Bag #9
Inuvik, NT X0E 0T0
Toll-free: 1-800-661-0830
Phone: ..... (867) 777-7400
Fax:..... (867) 777-3197
Or visit: ..... www.hlthss.gov.nt.ca
(see Programs and Services)

Health Programs

This section has information about health benefit programs and other health services.

Home Care Program

The home care program helps people stay in their homes when they are sick or in need of medical help or supports with daily living activities. The home care program helps people stay at home rather than going to a hospital or a long term care facility.

The program is for people who:

- have a valid NWT health care card
- live in a place where the program is offered
- have been assessed and found to have needs best met by home care

People can get help with services like:

- nursing
- personal care
- foot care
- rehabilitation
- respite care
- palliative care
- home intravenous therapy
- nutrition services
- diabetes education services

To apply:

- write or call your local Health and Social Services Authority

For more information, please contact:

- see the list of all Health and Social Services Authorities on page 66

Health Programs

This section has information about health benefit programs and other health services.

Rehabilitation Services

Rehabilitation services help people improve and maintain their independence if they have an injury, disability, or chronic disease. There are four main types of rehabilitation services:

- Physiotherapy – to assess, restore, and maintain physical function
- Occupational therapy – to develop physical, cognitive, sensory, developmental, and/or psychological skills for independence.
- Speech language pathology – to overcome and prevent communication problems in language, speech, voice and fluency.
- Audiology – to detect and evaluate hearing loss as soon as possible, and recommend treatment.

Rehabilitation services are available in NWT regional centres. People living in smaller communities may have to travel to a regional centre. The rehabilitation professional will travel to specific communities outside of the regional centre.

Rehabilitation professionals do these treatments:

- Audiologists help people with hearing loss
- Speech language pathologists help people with speaking and language difficulties
- Occupational therapists and physiotherapists help people with physical and movement problems

To apply:

- usually a doctor or nurse will make a referral
- they call and make an appointment for you to see the rehabilitation professional

For more information, please contact:

- see the list of all Health and Social Services Authorities on page 66

Community Health Services

This section has information about community health services for all NWT residents including seniors.

Alcohol and Drug Programs

Most communities have centres that offer alcohol and drug programs like Alcoholics Anonymous (AA). Most centres also have counselling services.

For more information, please contact:

- look under your community listing for alcohol and drug services in your telephone directory of this handbook

Canadian Cancer Society, NWT Division

The Canadian Cancer Society is a national community-based organization of volunteers, whose mission is the eradication of cancer and the enhancement of quality of life for people living with cancer. Money raised in our community goes towards important research, supportive care services, prevention education, provision of information about cancer, and advocacy for healthy public policy.

For more information, please contact:

Toll-free:
French and English 1-888-939-3333
NWT Aboriginal Languages . 1-888-261-4673
NWT Unit. ..... (867) 920-4428

Cancer patients and their caregivers can receive one-to-one emotional and hope support from trained volunteers who have been through the cancer journey and survived by calling toll-free 1-800-263-6750.

Community Health Services

This section has information about community health services for all NWT residents including seniors.

Canadian Diabetes Association

The Canadian Diabetes Association provides information about diabetes.

For more information, please contact:

Alberta/NWT Toll-free: 1-800-563-0032
National Toll-free: 1-800-226-8464
Or visit: . . . . . www.diabetes.ca

Canadian Hard-of-Hearing Association

This is a national organization that works to help people who have hearing loss.

For more information, please contact:

Canadian Hard-of-Hearing Association
2435 Holly Lane
Ottawa, ON K1V 7P2
Phone: . . . . . (613) 526-1584
TTY: . . . . . (613) 526-2692 ***(for people who have trouble hearing)***
Toll-free: 1-800-263-8068
Or visit: . . . . . www.chha.ca

Canadian Hard-of-Hearing Association (NWT Chapter)
#51 Aven Court
5710 - 50th Street
Yellowknife, NT X1A 1E9
Phone: . . . . . (867) 873-4735
Fax: . . . . . (867) 873-4318

Community Health Services

This section has information about community health services for all NWT residents including seniors.

Canadian Mental Health Association/NWT Division

The Canadian Mental Health Association/NWT Division promotes the importance of mental health for all people of the NWT. They do that through education, advocacy and research. They can help people with mental health problems get help.

For more information, please contact:

Canadian Mental Health Association/NWT Division
Box 2580
Yellowknife, NT X1A 2P9
Phone: . . . . . (867) 873-3190
Fax:. . . . . (867) 873-4930
Toll-free: 1-800-661-0844

Canadian National Institute for the Blind

The Canadian National Institute for the Blind helps people who are adjusting to blindness or visual impairment. They also provide other services to help people who are blind or have a visual impairment.

For more information, please contact:

Canadian National Institute for the Blind
Box 872
Yellowknife, NT X1A 2N6
Phone: . . . . . (867) 873-2647
Fax:. . . . . (867) 873-2657
Or visit: . . . . . www.cnib.ca

Community Health Services

This section has information about community health services for all NWT residents including seniors.

New Horizons Centre

The New Horizons Centre functions as an informal drop-in-centre and day program for adults with psychiatric illness. The centre provides social and recreational activities. Participants also receive assistance in information gathering for employment, education and addiction.

For more information, please contact:

New Horizons Centre
Yellowknife Health and Social Services Authority
4913-47th St.
Yellowknife, NT X1A 2N5
Phone: ..... (867) 920-3247
Fax: ..... (867) 873-0650

Family Counselling Division

The Family Counselling Division provides counselling services free of charge to residents of Yellowknife, Dettah, and NDilo who are not part of an Employee Assistance program.

For more information, please contact:

Family Counselling Division
Box 608
Yellowknife, NT X1A 2N5
To make an appointment in Yellowknife:
Phone: ..... (867) 920-6522
Fax: ..... (867) 873-9032

Community Health Services

This section has information about community health services for all NWT residents including seniors.

NWT Council of Persons with Disabilities

The NWT Council of Persons with Disabilities helps persons with disabilities live independent lives and be a part of their community. They promote awareness, opportunities and choices in order to achieve self-determination and full citizenship.

For more information, please contact:

NWT Council of Persons with Disabilities
Box 1387
Yellowknife, NT X1A 2P1
Phone: . . . . . (867) 873-8230
Fax:. . . . . (867) 873-4124
Email:. . . . . disabilitynwt@yk.com
Or visit: . . . . . www.nwtability.ca

Fort Smith Society of Persons with Disabilities

For more information, please contact:

Fort Smith Society of Persons with Disabilities
Box 1350
Fort Smith, NT X0E 0P0
Phone: . . . . . (867) 872-3223
Fax:. . . . . (867) 872-6275

Help Lines

These help lines are for anyone who is having personal problems and wants to talk to somebody.

Trained volunteers answer the phones and will be able to talk with you about your problems. Your call will be completely confidential which means no one will know that you have called and talked about your personal problems.

Help Line and AIDS/HIV Information Line

You can call this number if you are having personal problems or if you have questions or concerns about AIDS/HIV. You can call between 7:00 p.m. and 11:00 p.m. any night of the week.

Call Toll-free: 1-800-661-0844
In Yellowknife, NDilo or Dettah:
Phone. 920-2121

Crisis Telephone Line

You can call this line collect from anywhere in the NWT if you are having personal problems.

Phone collect: . . . 1-867-872-4133

Tele-Care NWT

Tele-Care NWT is your family health and support line. It is a free, confidential telephone service that you can use to get advice from a nurse. It offers round-the-clock advice and access to information from registered nurses in order to help you decide on your first step.

It is not for emergencies. If you have an emergency, call your local health centre or go to the hospital.

Call Toll-free: 1-888-255-1010
Call TDD/TTY: 1-888-255-8211

Legal Help

This section has information about free legal services.

Beaufort Delta Legal Services Clinic

Beaufort Delta Legal Services Clinic
Box 1100
Inuvik, NT X0E 0T0
Toll-free: 1-800-661-0704
Inuvik: . . . . . (867) 777-2030
Fax:. . . . . (867) 777-3211

Law Line – Legal Services Board

Law Line
Legal Services Board
P.O. Box 1320
Yellowknife NT X1A 2L9
Phone: . . . . . (867) 920-2360
Fax:. . . . . (867) 873-5320
Call collect: . . 1-867-873-3130
(Tuesday and Thursday evenings 6:00 - 8:30 p.m.)

Legal Help

This section has information about free legal services.

Legal Court Services

Legal Court Services will help people involved in legal matters get legal counsel through Legal Aid.

For more information, please contact:

Legal Court Services
Box 267
Fort McPherson, NT X0E 0J0
Phone: . . . . . (867) 952-2756
Fax:. . . . . (867) 952-2042

Legal Court Services
Box 157
Holman, NT X0E 0S0
Phone: . . . . . (867) 396-3511
Fax:. . . . . (867) 396-3256

Legal Court Services
General Delivery
Rae - Edzo, NT X0E 0Y0
Phone: . . . . . (867) 392-6386
Fax:. . . . . (867) 392-6387

Legal Court Services
Box 287
Tuktoyaktuk, NT X0E 1C0
Phone: . . . . . (867) 977-2260
Fax:. . . . . (867) 977-2154
Also see Victim Services, page 50

Crime

RCMP

If you have an emergency, you can call the 24-hour emergency line at **(867) 669-1111**. If you need help from the RCMP, you can:

- Dial your local 3-digit prefix, followed by 1111;
- check the phone book on page 2 for the number to call in your community.
- Or you can get the number listed under your community in this handbook.

For more information, please contact:

Royal Canadian Mounted Police
"G" Division, Criminal Operations
Bag 5000
Yellowknife, NT X1A 2R3
Phone: . . . . . (867) 669-5100
Fax:. . . . . (867) 669-5135

If you call a local detachment after hours or when all staff are out of the office, the phone will ring through to the 24-hour Operational Communications Centre. The Operators there can locate and dispatch police officers in any community at any time of day or night. They can also activate other specialized response units such as Search and Rescue or crisis teams if necessary.

PhoneBusters

PhoneBusters is a national anti-fraud call centre jointly operated by the Canadian Mounted Police and the Ontario Provincial Police Royal. This call centre helps seniors understand and fight against telemarketing fraud.

Telemarketing fraud is:

- when someone tries to sell you something over the phone or tries to get you to give out your personal financial information over the phone by telling lies about what they are going to do

For more information, please contact:

PhoneBusters
Box 686
North Bay, ON P1B 8J8
Toll-free: 1-888-495-8501
Toll Free Fax: Number: . . 1-888-654-9426
Overseas and Local Phone: 1-705-495-8501
Overseas and Local Fax: . 1-705-494-4008
E-mail: . . . . . info@phonebusters.com
Nigerian Letters Only: . . . wafl@phonebusters.com
Or visit: . . . . . www.phonebusters.com

You can report any suspicious calls to PhoneBusters at the same toll free number in Canada or the U.S.

Crime

Crime Stoppers

If you know about a crime and want to report it you can call Crime Stoppers for free. All calls are confidential which means no one will know that it was you who called.

For more information, please contact:

Crime Stoppers
Box 2226
Yellowknife, NT X1A 2B7
Phone: . . . . . (867) 669-5222
Fax:. . . . . (867) 669-5104
Toll-free: 1-800-222-TIPS (8477)

Human Rights

NWT Human Rights Commission

NWT Human Rights Commission

The NWT Human Rights Commission provides education, information, and deals with complaints about discrimination in employment, tenancy, and public services. Discrimination means being treated negatively or being denied an opportunity because of your race, colour, ancestry, place of origin, age, marital or family status, disability, religion, sex, pregnancy, sexual orientation, gender identity, or social conditions.

For more information, please contact:

NWT Human Rights Commission
Main Floor, Laing Building (at Franklin and 49th Street)
PO Box 1860
Yellowknife, NT X1A 2P4
Toll-free: 1-888-669-5575
Phone: . . . . . (867) 669-5575
Fax:. . . . . (867) 873-0357

Protection Against Age Discrimination

This program investigates seniors' complaints about age discrimination against organizations under federal jurisdiction.

For more information, please contact:

Canadian Human Rights Commission
344 Slater Street, 8th Floor
Ottawa, ON K1A 1E1
Toll-free: 1-888-214-1090
TTY: . . . . . 1-888-643-3304 ***(for people who have trouble hearing)***
Fax:. . . . . (613) 996-9661
E-mail: . . . . . info.com@chrc-ccdp.ca
Or visit: . . . . . www.chrc-ccdp.ca

Human Rights

NWT Human Rights Commission

Public Guardian Office

The Public Guardian office helps people become legal guardians of individuals 18 years of age and older, who are unable to make reasonable decisions about their personal or health care. People who need help with their decisions may have a long-term mental condition or brain damage. Usually a family member, a caretaker or a close friend will become a legal guardian. To become a legal guardian people should call the Public Guardian Office. They will then do an assessment. That means they will look into the situation and find out if a legal guardian is necessary. That assessment then goes to the courts. The courts decide what kind of decisions the legal guardian may make. The kinds of decisions are usually about living arrangements, employment, social and recreational activities, education, health care and day-to-day living matters. The guardian does not make decisions about money. A different person called a trustee makes those decisions.

For more information, please contact:

Public Guardian
Department of Health and Social Services
Government of the Northwest Territories
Box 1320
Yellowknife NT X1A 2L9
Phone: . . . . . (867) 920-8025
Fax:. . . . . (867) 873-0248
Or visit . . . . . www.hlthss.gov.nt.ca
(see Programs and Services Section)

Human Rights

NWT Human Rights Commission

Public Trustee

This office helps with making decisions about money for people who can't do that themselves. The Public Trustee will help children, mentally incompetent adults and seniors make good decisions about their money.

For more information, please contact:

Public Trustee
Department of Justice
Government of the Northwest Territories
Box 1320
Yellowknife, NT X1A 2L9
Phone: . . . . . (867) 873-7464
Fax:. . . . . (867) 873-0184
Toll-free: 1-866-535-0423

Education

Aurora College

Aurora College offers many different courses including Adult Basic Education.

For more information about programs in your community, you can write or call:

Aurora College, Thebacha Campus

Box 600
Fort Smith, NT XOE 0P0
Phone: . . . . . (867) 872-7509
Fax:. . . . . (867) 872-4511

Aurora College, Yellowknife Campus

Bag Service 9700
Yellowknife, NT X1A 2R3
Phone: . . . . . (867) 920-3030
Fax:. . . . . (867) 873-0333

Aurora College, Aurora Campus

Box 1008
Inuvik, NT X0E 0T0
Phone: . . . . . (867) 777-7800
Fax:. . . . . (867) 777-2850
Or visit: . . . . . www.auroracollege.nt.ca

Travel And Recreation

Routes to Learning Canada

Routes to Learning Canada provides high quality, affordable, educational experiences for adults throughout the entire year, if you would like to find out about Routes to Learning Canada trips you can write them or visit their Web site.

You can write to:

Routes to Learning Canada
300 - 4 Cataraqui St.
Kingston, ON K7K 1Z7
Phone: 1-613-530-2222
Or visit: . . . . . www.routestolearning.ca

Elderhostel

Elderhostel provides high quality, affordable, educational and recreational opportunities for adults interested in travelling anywhere in the world, throughout the year.

For a catalogue please write to:

Elderhostel INC.
75 Avenue de Lafayette
Boston, MA
USA, 02111-1746
Phone: 1-877-426-8056
Fax:. 1-877- 426-2166
TTY: . . . . . 1-877-426-2167 ***(for people who have trouble hearing)***
Or visit: . . . . . www.elderhostel.org

Entry Fees Discount – National Parks and National Historic Sites

Seniors 65 and older can receive discounts on entry fees into many of Canada's National Parks and Historic Sites. The prices and discounts vary from park to park and site to site, and some parks do not have entrance fees at all. To receive these discounts, seniors must show proof of their age. Discounts are only offered on entrance fees and do not apply to other services like mooring, camping or guided tours. Before leaving for a park or historic site, it would be best to call ahead or visit online for detailed fee information.

Parks Canada offers annual National Park Passes and Historic Site Passes; patrons pay a one-time fee and are able to use all parks and sites without paying the entrance fee.

Annual Entrance Fee for National Parks $38

Annual Entrance Fee for National Historic Sites of Canada $29

Discover Package (for use at National Parks and National Historic Sites) $49

For more information, please contact:

Parks Canada
25 Eddy St., 7th Floor
Hull, PQ K1A 0M5
Toll-free: .... 1-888-773-8888 operator
Or visit: ..... www.pc.gc.ca

Harvesting

Sport Fishing Licence

For most areas in the NWT, Seniors do not need a sport fishing licence if they are 65 years of age or older.

Two areas where seniors do need a licence are:

- Great Bear Lake Special Management Area - you must have a valid Sport Fishing Licence and a Special Management Area Licence ($10.70). Both can be obtained from any Resources, Wildlife and Economic Development (RWED) office.
- Inuvialuit Settlement Region - you must have a valid Sport Fishing Licence and validation. This free validation may be obtained from any vendor of fishing licences or any RWED office.

For more information, please contact:

- Your local RWED office or Fisheries Management office. Look in the blue pages of your phone book under 'Fisheries'.

Hunting and Trapping

Seniors must possess a valid hunting licence and species tags in order to harvest wildlife. Only seniors that possess a General Hunting Licence (GHL) or special GHL can trap.

Firearms Licence and Registration

Under the Firearms Act, individuals must obtain a Firearms Licence to possess or obtain an unrestricted firearm or ammunition. A Firearms Licence is valid for 5 years. All firearms must be registered.

To obtain a Possession and Acquisition Firearm Licence, individuals must:

- take the Canadian Firearms Safety Course and pass the test, or
- show that they have already taken the Canadian Firearms Safety Course and passed the test (good for life, unless the applicant is later subject to a prohibition order); or
- pass (or have already passed) the test without taking the course; or
- have a Chief Firearms Officer certify that their knowledge of firearms laws and safe handling practices meets the standards set out in the Regulations (only for adults who have owned a firearm since January 1, 1979).

Aboriginal individuals may receive special adaptations regarding Possession and Acquisition Licences for non-restricted firearms. Applicants must complete the Canadian Firearms Safety Course and pass the test, or be alternatively certified.

For more information, please contact:

Toll-free: 1-800-731-4000

Safety

The Safe Living Guide - Home Safety for Seniors

The Safe Living Guide is available from the Public Health Agency of Canada.

The guide has information on:

- home safety
- safety checklists
- consumer products
- reducing and preventing injuries
- proper use of medication

For more information, please contact:

Division of Aging and Seniors
Public Health Agency of Canada
Address locator: 1908A1
Ottawa, ON K1A 1B4
Phone: . . . . . (613) 952-7606
Fax:. . . . . (613) 957-7627
Or visit: . . . . . www.phac-aspc.gc.ca/seniors-aines

Emergency Food and Shelter

Centre for Northern Families

This centre provides temporary shelter for women in crisis, one-to-one counselling to clients, and referrals to other helpful agencies in the community. The centre also runs a Healthy Baby club, a Toddler's club, and a walk-in clinic once a week.

For more information, please contact:

Centre for Northern Families
5610-50th Avenue
Yellowknife, NT X1A 2P7
Phone: . . . . . (867) 873-9131
Fax:. . . . . (867) 873-2676

Family Support Centre, Hay River

The Family Support Centre offers a home for women and children who are experiencing violence. The centre offers in-home support for women and children as well as an outreach program. The centre also provides extensive work with elders who are experiencing abuse and youth who are being bullied.

For more information, please contact:

Family Support Centre, Hay River
Box 4413
Hay River, NT X0E 1G3
Phone: . . . . . (867) 874-3311
Fax:. . . . . (867) 874-3252
Crisis Line: . . . (867) 874-6626

Inuvik Transition House

The Inuvik Transition House offers a home for women and children who are experiencing violence. The shelter provides in-house support, one-to-one counselling and referrals to other helpful agencies in the community.

For more information, please contact:

Inuvik Transition House
Box 2628
Inuvik, NT
X0E 0T0
Phone: . . . . . (867) 777-3877
Fax:. . . . . (867) 777-3491

Salvation Army NWT Resource Centre

WMS (Withdrawal Management Services)

Early stage recovery

- 2-week alcohol/drug awareness program/workshop
- 20 sessions addressing alcohol/drug awareness issues
- Case management and addictions treatment referrals

Treatment Centre

- Residential and out-patient treatment
- 7-week addictions treatment with a focus on family violence and grief and loss as they pertain to substance abuse and relapse prevention
- Long term after-care

Emergency Food and Shelter

Connections (Emergency Shelter/Thrift Store/Case Planning)

- clothing vouchers
- men's shelter
- workshops
- emergency hampers
- tax support
- employment support
- casual labor pool
- advocacy
- family education/workshops
- Soup line
- Working Family Housing Assistance Program
- Personal identification support
- Court support

For more information, please contact:

Salvation Army
4925-45th Street
P.O. Box 2585
Yellowknife, NT X1A 2P9
Phone: . . . . . (867) 920-4673
Fax:. . . . . (867) 920-4096

Sutherland House, Fort Smith

Sutherland House offers a home for women and children who are experiencing violence. Offers in-house support for women and children, one-to-one counselling to clients and referrals to other helpful agencies in the community.

For more information, please contact:

Sutherland House, Fort Smith
Box 908
Fort Smith, NT X0E 0P0
Phone: . . . . . (867) 872-5925
Fax:. . . . . (867) 872-4404
Crisis Line: . . . (867) 872-4133

Emergency Food and Shelter

The Extended Hand

The Extended Hand provides Christian counselling, food bank, second-hand store and fellowship.

For more information, please contact:

The Extended Hand
P.O. Box 681
Fort Smith, NT X0E 0P0
Phone: . . . . . (867) 872-4541
Fax:. . . . . (867) 872-4773

Yellowknife Food Bank

The Yellowknife Food Bank gives food to people who need it. The food bank is open September to June, every second Saturday from noon to 4pm.

For more information, please contact:

Yellowknife Food Bank
4909-50th Street
Yellowknife, NT X1A 2N7
Phone: . . . . . (867) 873-4035

Alison McAteer House and YWCA Family Violence Program

Alison McAteer House provides a home for women and children who are experiencing violence. Women and children can get counselling and other support. The maximum length of stay is six weeks.

For more information, please contact:

Alison McAteer House
C/O YWCA
103-4904 54th Ave
Yellowknife, NT X1A 1H7
Phone: . . . . . (867) 669-0235
Fax:. . . . . (867) 669-0334
Crisis Line: . . . (867) 873-8257 ***(will take collect calls)***

For administrative inquiries:

Phone: . . . . . (867) 920-2777 ext. 305

Tuk Women and Children's Shelter

This centre provides temporary shelter for those in crisis, one-to-one counselling to clients and referrals to other helpful agencies in the community.

For more information, please contact:

Tuk Women and Children's Centre
P.O. Box 30
Tuktoyaktuk, NT X0E 1C0
Crisis Line: . . . (867) 977-2070/2071
Fax:. . . . . (867) 977-2072
E-mail: . . . . . tukwcs@permafrost.com

Victim Services

Victim/Witness Assistance Program

Victim services help:

- crime victims with information on the criminal justice system;
- help with victim impact statements; support victims at court/community justice hearings; and
- provide crime victims with referrals to other services/programs.

For more information, please contact:

Fort Good Hope Victim Services
c/o G'asho Got'ine Charter Community Council
Box 80
Fort Good Hope, NT X0E 0H0
Phone: . . . . . (867) 598-2232
Fax:. . . . . (867) 598-2513

Fort Smith Victim Services
c/o Uncle Gabe's Friendship Centre
Box 957
Fort Smith, NT X0E 0P0
Phone: . . . . . (867) 872-5911
Fax:. . . . . (867) 872-5313

Hay River Victim Services
c/o Hay River Health and Social Services Authority
3 Gaetz Drive
Hay River, NT X0E 0R4
Phone: . . . . . (867) 874-7212
Fax:. . . . . (867) 874-7224

Victim Services

Inuvik Victim Services

c/o Inuvik Justice Committee
Box 2869
Inuvik, NT X0E 0T0
Phone: . . . . . (867) 777-5493
Fax:. . . . . (867) 777-3181

Yellowknife Victim Services

PO Box 2321
Yellowknife, NT X1A 2P7
Phone: . . . . . (867) 920-2978 ***(Mon - Fri: 9 a.m. to 5 p.m.)***
. . . . . (867) 669-5197 ***(Mon - Sun: 7 a.m. to 10 p.m.)***
Fax:. . . . . (867) 873-3152

If you live outside these centres and need help with your victim impact statement, call collect to (867) 920-6911.

NWT Seniors' Societies

NWT Seniors' Society

The NWT Seniors' Society gives information and support to seniors and elders across the NWT. The Society operates a toll-free Seniors' Information Line that you can call Monday through Friday from 8:30 a.m. to 4:30 p.m.

Information on other seniors societies across the NWT including:

- Deninu Kue Seniors' Society
- Fort Simpson Seniors' Society
- Fort Smith Senior Citizens Society
- Hay River Seniors' Society

For more information, please contact:

NWT Seniors' Society
#2, 5710-50th Ave.
Yellowknife, NT X1A 1G1
Phone: . . . . . (867) 920-7444
Fax:. . . . . (867) 873-4318
E-mail: . . . . . seniors@tamarack.nt.ca
Toll-free: 1-800-661-0878

Yellowknife Association of Concerned Citizens for Seniors

The Yellowknife Association of Concerned Citizens for Seniors (YACCS) has been "building a supportive community for the health of seniors" in Yellowknife and surrounding communities for almost 20 years. Through advocacy and direct service provision, YACCS has earned a solid reputation as a leader in addressing senior's issues. YACCS owns and operates: Aven Manor - 29 bed long term care facility; Aven Court - 24 unit seniors independent housing; and the Baker Community Centre (seniors' wellness programs), which is YACCS owned while operated by the Yellowknife Seniors Society.

For more information, please contact:

Yellowknife Association of Concerned Citizens for Seniors
Suite #1
5710 - 50th Avenue
Yellowknife, NT X1A 1G1
Phone: ..... (867) 920-2443
Fax: ..... (867) 873-9915
E-mail: ..... yaccs@theedge.ca

Yellowknife Seniors' Society

Yellowknife Seniors' Society offers social, recreational and educational programs six days a week. Monthly calendar of events available at their office or website.

For more information, please contact:

Yellowknife Seniors' Society
#2, 5710 50th Ave.
Yellowknife, NT X1A 1G1
Phone: ..... (867) 873-9475
Fax:. ..... (867) 873-4318
E-mail: ..... yk.ss@nt.sympatico.ca
Or visit: ..... www.ykseniors.ca

Other Services

Accessible Parking Placard Permit

Accessible Parking Permits are available for people with disabilities so they can park in designated accessible parking spots.

For more information, please contact:

NWT Council for Persons with Disabilities
Yellowknife and across the NWT
Phone: . . . . . (867) 873-8230
Toll-free: 1-800-491-8885

Fort Smith

Phone: . . . . . (867) 872-3223

Hay River

Phone: . . . . . (867) 874-6522

NWT Highway and Ferry Information

The Department of Transportation provides reports on road conditions and ferry information.

Toll-free: 1-800-661-0750
Or visit: . . . . . www.dot.gov.nt.ca

NWT Library Services

A service to allow people to borrow books in communities without a library. The service will issue a 'borrower by mail' card.

For more information, please contact:

NWT Library Services
75 Woodland Dr.
Hay River, NT X0E 1G1
Toll-free: 1-866-297-0232
Or visit: . . . . . www.nwtpls.gov.nt.ca

Other Services

NWT Funeral Service

Contact the NWT Seniors' Society for information on funeral services available in your community.

Senior Citizens Motor Vehicle Services Discount

Seniors who are over the age of 60 can get a discount of 50 per cent on the annual fees for motor vehicle registrations and driver's licences.

For more information, please contact:

Department of Transportation
Road Licensing and Safety Division
Government of the Northwest Territories
4510 - Franklin Avenue
P.O. Box 1320
Yellowknife, NT X1A 2L9
Phone: . . . . . (867) 873-7406
Fax:. . . . . (867) 873-0120

Seniors' Policies and Program Database

This Web site that has information about policies, programs and services for seniors.

Visit:. . . . . www.sppd.gc.ca

Telephone Directory of Services

Telephone Directory of Services

Aklavik

Band Office/Council 978-2340
Public Health Centre 978-2516
Social Workers 978-2236
RCMP 978-1111
Inuvik Regional Health and
Social Services Authority .....(867) 777-8146

Colville Lake

Band Office 709-2200
Social Workers (Fort Good Hope) .(867) 598-2176
RCMP (Colville Lake) 709-1111
If no answer call
(Fort Good Hope) .....(867) 598-1111
Public Health Centre 709-2409
Sahtu Health and Social
Services Authority .....(867) 587-3438

Deline

Community Wellness
(Alcohol and Drug Programs) 589-4701
Band Office 589-4908
Public Health Centre 589-3111
Social Workers 589-3906
RCMP 589-1111
Sahtu Health and Social
Services Authority .....(867) 587-3438

Fort Good Hope

- Alcohol and Drug Programs 598-2352
- Band Office 598-2231
- Family Violence Worker 598-2728
- Legal Court Services 598-2760
- Public Health Centre 598-2211
- Social Workers 598-2940/2304
- RCMP 598-1111
- Sahtu Health and Social Services Authority .....(867) 587-3438

Fort Liard

- Alcohol and Drug Programs 770-4301
- Band Office 770-4141
- Public Health Centre 770-4301
- Social Workers 770-4301
- RCMP 770-1111
- Recreation 770-4104
- Deh Cho Health and Social Services Authority .....(867) 695-3815

Fort McPherson

- Alcohol and Drug Programs 952-2245
- Band Office 952-2330
- Mental Health Counsellor 952-2438
- Métis Council 952-2212
- Public Health Centre 952-2586
- Social Workers 952-2250/2802
- RCMP 952-1111
- Inuvik Regional Health and Social Services Authority ...(867) 777-8062

Telephone Directory of Services

Fort Providence

Alcohol and Drug Programs 699-7010
Band Office 699-3441
Family Counselling Centre 699-3801
Public Health Centre 699-4311
Social Workers 699-3421
RCMP 699-1111
Recreation 669-3441
Deh Cho Health and Social Services Authority .....(867) 695-3815

Fort Resolution

Alcohol and Drug Programs 394-4291
Band Office 394-4335
Métis Council 394-4151
Public Health Centre 394-4511
Social Workers 394-4532
RCMP 394-1111
Recreation 394-4556
Yellowknife Health and Social Services Authority .....(867) 873-7276

Fort Simpson

Alcohol and Drug Programs 695-7091
Band Office 695-3131
Friendship Centre 695-2577
Legal Court Services 695-7315
Long-term Care Home 695-7080
Public Health Centre 695-7000
(or 695-3332 after hours)
Social Workers 695-7070

RCMP 695-1111
Recreation 695-3300/2253
Deh Cho Health and Social Services Authority 695-3815

Fort Smith

Alcohol and Drug Programs Treatment Centre 872-5309
Band Office 872-2986
Crisis Shelter 872-5925/4133
Friendship Centre 872-3004
Home Care 872-6204
Legal Court Services 872-2759
Long-term Care Home 872-5403
Medical Clinic 872-6205
Métis Council 872-2643
Public Health Centre 872-6203
Social Workers 872-6209
RCMP 872-1111
Recreation 872-4732
Fort Smith Health and Social Services Authority 872-6200

Hay River

Community Addictions Services 874-7166
Crisis Shelter 874-3311
Friendship Centre (Alcohol and Drug Programs) 874-2838
Home Care 874-7209
Hospital 874-7100
Legal Court Services 874-2475
Medical Clinic 874-7190
RCMP 874-1111

Recreation 874-6522
Social Workers 874-7100
Treatment Centre 874-6699
Hay River Health and Social Services Authority 874-7115

Holman

Community Wellness (Alcohol and Drug Programs, Mental Health) 396-4417
Health Centre 396-3111
Legal Court Services 396-3158
Public Health Centre 396-3111
Social Workers 369-3907
RCMP 396-1111
Inuvik Regional Health and Social Services Authority ....(867) 777-8146

Inuvik

Alcohol and Drug Centre 777-2726
Ambulance Emergency Line 777-4444
Band Office 777-7900
Friendship Centre 777-2166
Health and Social Services (Community Counselling Programs) ... 777-8056
Home Care 777-7399
Hospital 777-8000
Public Health Clinic 777-8041
RCMP 777-1111
Social Workers 777-7220/7249/7242
Inuvik Regional Health and Social Services Authority 777-8146

Telephone Directory of Services

Jean Marie River

See Fort Simpson Phone Listings

Kakisa Lake

See Fort Providence Phone Listings

Lutselk'e

Band Office 370-3051/3052
Community Wellness
(Alcohol and Drug Programs) 370-3212
Public Health Centre 370-3111
RCMP 370-1111
Recreation 370-3182
Yellowknife Health and Social
Services Authority 370-3116

Nahanni Butte

Band Office 602-2900
Public Health Centre 602-2203
RCMP (Fort Liard) ..... (867) 770-4221
Social Worker (Fort Liard) ..... (867) 770-4301
Recreation 602-2900
Deh Cho Health and Social
Services Authority ..... (867) 695-3815

Norman Wells

Community Health Centre 587-2250
Social Services 587-2736
RCMP 587-2444
Recreation 587-2741
Sahtu Health and Social
Services Authority ..... .(867) 587-3438

Telephone Directory of Services

Paulatuk

- Community Health Centre 580-3231
- Social Workers 580-3800
- RCMP 580-1111
- Inuvik Regional Health and Social Services Authority ...(867) 777-8146

Rae-Edzo

- Counselling Services (Alcohol and Drug Programs) 392-6777
- Band Office 392-6581
- Community Health Centre 392-6351
- 24-hour Emergency 392-6075
- Transportation 392-6305
- Friendship Centre (Alcohol and Drug Programs, Elder Programs) 392-6000
- Legal Court Services 392-6386
- Long-term Care Home 392-3000
- Senior Citizens Home 392-6708
- Social Services 392-3000
- RCMP 392-1111
- Recreation 392-6501/6500/6604
- Dogrib Community Services Board 392-3000

Rae Lakes

- Band Office (Alcohol and Drug Programs)997-3441
- Public Health Centre 997-3141
- Social Services (Wha'Ti) .....(867) 573-3602
- RCMP (Rae-Edzo) .....(867) 392-1111
- Dogrib Community Services Board (Rae-Edzo) .....(867) 392-3000

Telephone Directory of Services

Sachs Harbour

- Public Health Centre 690-4181
- Social Services (Inuvik) .....(867) 777-8056
- Recreation 690-4354
- RCMP (Inuvik) .....(867) 777-1111
- Inuvik Regional Health and Social Services Authority ...(867) 777-8146

Trout Lake

- Band Office 206-2800/2818
- Home Care 206-2800
- Public Health Centre 206-2838
- Fort Simpson Health Centre .....(867) 695-7000
- 24-hour Emergency .....(867) 695-3232
- RCMP (Fort Liard) .....(867) 770-1111
- Social Worker (Fort Liard) .....(867) 770-4301
- Recreation 206-2800
- Deh Cho Health and Social Services Authority .....(867) 695-3815

Tsiigehtchic

- Band Office 953-3201
- Community Health Centre 953-3361
- Social Workers (Fort McPherson) .....(867) 952-2802/2250
- Recreation 953-3206
- RCMP (Fort McPherson) .....(867) 952-1111
- Inuvik Regional Health and Social Services Authority ....(867) 777-8146

Tuktoyaktuk

- Legal Court Services 977-2260
- Public Health Centre 977-2321
- Social Workers/ Mental Health Workers ... 977-2511/2140/2434
- RCMP 977-1111
- Inuvik Regional Health and Social Services Authority ... (867) 777-8146

Tulita

- Band Office 588-3341
- Community Wellness Centre (Alcohol and Drug Programs) 588-4019
- Public Health Centre 588-4251
- Social Workers 588-4271
- RCMP 588-1111
- Sahtu Health and Social Services Authority ..... (867) 587-3438

Wekweti

- Band Office 713-2010
- Wekweti Dispenser 713-2904
- RCMP (Wha Ti) ..... (867) 573-1111
- Recreation 713-2010 ext.24
- Social Workers (Wha Ti) ..... (867) 573-3602
- Dogrib Community Services Board ..... (867) 392-3000

Wha Ti

- Band Office 573-3012
- Community Health Centre 573-3261
- Social Workers 573-3602

RCMP 573-1111
Recreation 573-3401
Dogrib Community
Services Board .....(867) 392-3000

Wrigley

Band Office 581-3321
Community Health Centre 581-3441
RCMP 581-1111
Recreation 581-3410/3321
Social Worker (Fort Simpson) ....(867) 695-7070
Deh Cho Health and Social
Services Authority .....(867) 695-3815

Yellowknife

Alcoholics Anonymous 444-4230
NWT Behavioral Sciences and
Family Counselling 669-7736
Salvation Army 920-4673
Tree of Peace Friendship Centre 873-2864
Home Care 920-3338
Mental Health Clinic 873-7042
Public Health Centre 920-6570
Social Service Programs 873-7276
RCMP ***24-hour Emergencies*** 669-1111
RCMP ***General enquiries***
Monday to Friday 9:00 a.m. to 5:00 p.m. .669-5100
Recreation 920-5647
Stanton Territorial
Health Authority .....(867) 669-4224
Yellowknife Health and Social
Services Authority 873-7276

NWT Health and Social Services Authorities

Deh Cho Health and Social Services Authority

(867) 695-3815
Box 246
Fort Simpson, NT X0E 0N0

Communities Served:

Fort Liard, Fort Providence, Fort Simpson, Hay River Reserve, Jean Marie River, Kakisa Lake, Nahanni Butte, Trout Lake, Wrigley

Dogrib Community Services Board

(867) 392-3000
Bag 5
Rae-Edzo, NT X0E 0Y0

Communities Served:

Rae Edzo, Rae Lakes, Wekweti, Wha Ti

Fort Smith Health and Social Services Authority

(867) 872-6200
Box 1080
Fort Smith, NT X0E 0P0

Communities Served:

Fort Smith

Hay River Health and Social Services Authority

(867) 874-7115
#3 Gaetz Drive
Hay River, NT X0E 0R8

Communities Served:

Enterprise, Hay River

NWT Health and Social Services Authorities

Inuvik Regional Health and Social Services Authority

(867) 777-8146
Bag Service #2
Inuvik, NT X0E 0T0

Communities Served:

Aklavik, Fort McPherson, Holman, Inuvik, Paulatuk, Sachs Harbour, Tuktoyaktuk, Tsiigehtchic

Sahtu Health and Social Services Authority

(867) 587-3438
Box 340
Norman Wells, NT X0E 0V0

Communities Served:

Colville Lake, Deline, Fort Good Hope, Norman Wells, Tulita

Stanton Territorial Health Authority

(867) 669-4224
Box 10
Yellowknife, NT X1A 2N1

Communities Served:

Stanton Regional Hospital

Yellowknife Health and Social Services Authority

(867) 873-7276
Box 608
Yellowknife, NT X1A 2N5

Communities Served:

Yellowknife, Dettah, Fort Resolution, Lutsel K'e, Ndilo

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NWT SENIORS' SOCIETY
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